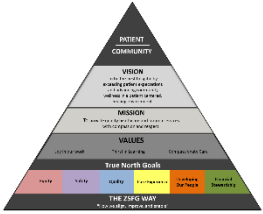


# Hospital Operations & Patient Care Report

Presented to the Health Commission – ZSFG on September 26, 2023

ZSFG Executive Team Report

## Report Updates



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## Care Experience 1. Overdose Awareness Day

On August 31, 2023, ZSFG staff participated in a city-wide event in conjunction with SFHN and DPH to spread awareness that help is available and to end the stigma around addiction. The tabling events throughout the city offered naloxone, fentanyl test strips, and information about substance use treatment services.

On the ZSFG campus, there were tables hosted by pharmacists, navigators, clinicians, and nurses located outside Building 25 near Bank of America Plaza and in the garden outside Building 80/90. Anyone was able to obtain resources and information about substance use treatment services and to meet our amazing teams.

ZSFG was recently recognized by California Health and Human Services Opioid Care Honor Roll Program for the hospital's efforts to increase access to addiction treatment for hospitalized patients and reduction of opioid-related deaths.

This is a testament to the steps we've taken around opioid prescribing guidelines, opioid use disorder treatment, and overdose prevention strategies that reduce the use and risk of opioids for patients who are admitted to our Emergency Department, patients experiencing pain, and patients being discharged to reduce the likelihood of chronic use.

Thank you and congratulations to our amazing teams at ZSFG.



## Care Experience 2. Pet Therapy

The Wellness Center hosted the Pet Therapy session on August 16, 2023.

Interacting with companion animals is known to have proven health benefits - and surely brought many smiles to the staff.

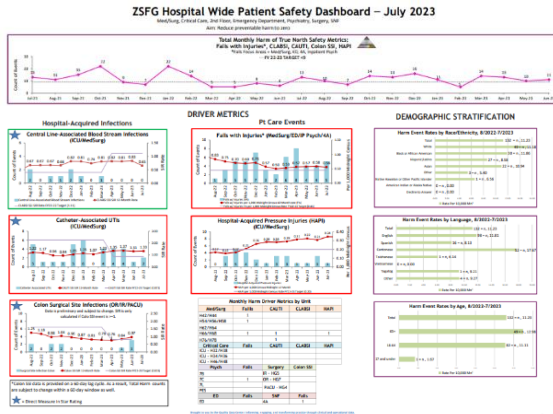


# Equity

## 3. Providing Safe and Equitable Patient Care

Current literature estimates that as many as 1 in 4 patients admitted to hospitals experience an adverse event related to their healthcare and that nearly a quarter of those events are preventable.

ZSFG has established Achieving Safe and Equitable Care as one of four strategic initiatives for 2023. To accomplish this, the hospital is adopting new technologies, equipment, and staff training, among other things, with the goal of designing safe workflows to prevent harm from reaching patients.



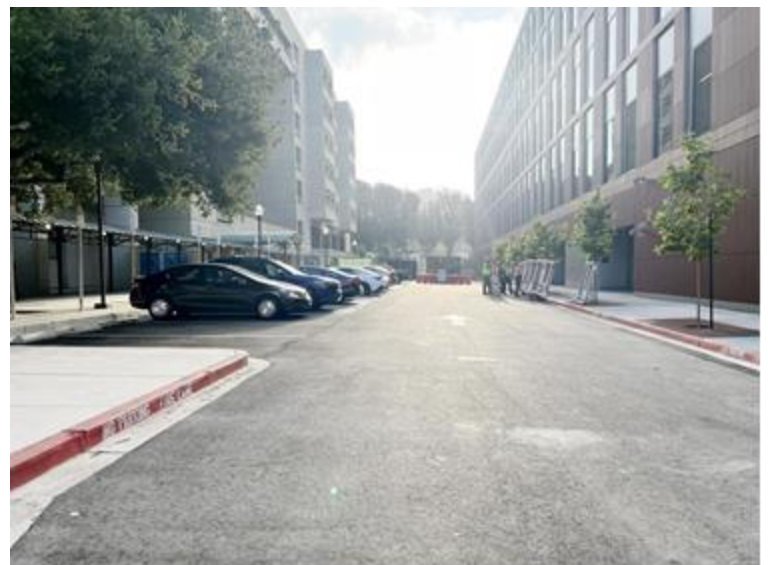
To make improvements, ZSFG has reinvigorated our Patient Safety program; enhanced our Event Reporting System (SAFE); partnered with our Diversity, Equity, and Inclusion (DEI) team to look at disparities in harm; re-launched our Unit Based Leadership Team (UBLT) structure; and made data about adverse events visible to frontline staff. Working groups partner with the Quality Management Department and clinical experts to conduct case reviews, study them, and make improvements. Importantly, ZSFG collects and studies data on race and ethnicity to identify potential disparities, deploy appropriate countermeasures and promote health equity. Progress can be monitored on the Harm Dashboard.

Many of our colleagues on campus deserve recognition for their commitment to improving patient safety: Adrian Smith, Lisa Winston, Dana Freiser, Will Huen, Gabe Ortiz, Tanvi Bhakta, Christina Bloom, Elaine Dekker, Jessica To, Ossie Gabriel, Lawrence Chyall, Sandhya Kumar, Shirley O'Donnell, Christopher Ross, Nandini Palaniappa, Ethel Roque, Jhoyet Capacillo, Rachel Perry, Carrie Kakehashi, Antonio Gomez, Annelie Nilsson, Frank Ladra, Sophia Lai, Mariel Lontoc, Aleksa Mendive.

# EQUITY

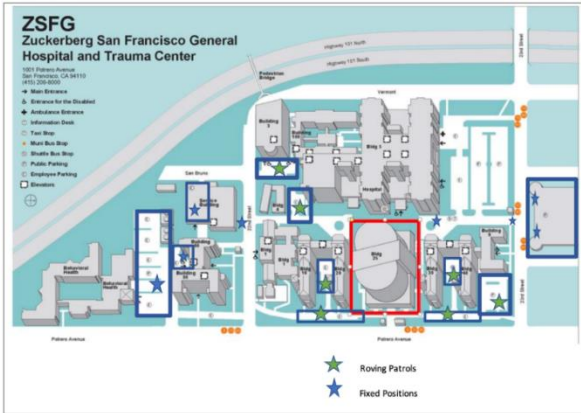
## 4. Expanded ADA Parking

As a patient-first hospital, ZSFG has increased the number of ADA spaces on the campus on Dr. David Sanchez Way to allow patients easy access for their appointments. We prioritized designating these spaces despite that the Vermont Street entrance remains closed and Dr. David Sanchez Way is not yet a thoroughfare pending completion of patching and repaving work on Vermont Street by the Capital Projects Team.



## Safety

### 5. ZSFG's Security Escort Pilot Program



Employee safety and security are of utmost importance. ZSFG leaders listened to staff feedback and concerns regarding personal safety and have launched the new Security Escort Pilot Program in collaboration with Allied Security, Care Experience, and DPH Security.

Effective August 16, 2023, trained security officers have been stationed at strategic locations throughout campus to provide escorts for employees to their vehicles. The trained security officers will monitor foot traffic and deter suspicious activities. This program is being implemented to ensure staff safety during shift changes with regularly scheduled time and the option for employees to request safety escorts by contacting the Sheriff's Office.

## QUALITY

### 6. EPIC Anniversary at ZSFG

In August 2019, after two years of planning and development, the Department of Public Health launched Epic, the new enterprise electronic health record system. Epic replaced more than 21 independent health information systems and added new functionality and analytical capabilities for both ZSFG staff and 100,000+ patients.

Since then, ZSFG has seen significant improvements to quality, safety, efficiency, patient experience, and overall performance. Epic's impact has been felt throughout the entire hospital and touches every single part of our work.

Epic has made it possible to seamlessly connect patient records across the system. Whether a patient is being seen here, at Laguna Honda, at one of our many community-based health centers, or at an outside hospital, our patients' health history is visible to us. Having our patients' records available online makes it easier for our teams to care for them and that leads to better outcomes.

Epic also helps us make more informed decisions with real-time and predictive analytics, along with risk scoring tools and chronic disease registries to help support patient care.

## QUALITY

### 7. ED Triage Improvement Event

In alignment with our strategic plan on Flow & Access at ZSFG, the Emergency Department participated in a 3-day improvement workshop that focused on ED with the goal of reducing our left without being seen rate. This workshop served as a forum for a multi-disciplinary team of physicians, nurse practitioners, nurses, and executive sponsors to review current state workflows across all roles, identify areas of opportunity as it relates to patient flow and communication, and to develop a future state that supported staff and patients in receiving the right care, at the right time, in the right place.



Following the workshop, the core team will work on further testing and refining each recommendation, with a phased rollout that is supported by dedicated coaches in triage to coach staff around new workflows.

## Developing Our People 8. Celebrations

### National Breastfeeding Month

August 1st marked the first day of National Breastfeeding Month, which brought attention to the importance of breast or chest feeding and human milk for human babies. It underscored the benefits that breast or chest feeding confer on the health and welfare of newborns and lactating parents, which included good nutrition, decreased poverty, and less food security.

Each week of National Breastfeeding Month focused on a different group which included World Breastfeeding; Indigenous Milk Medicine; Asian American, Native Hawaiian, and Pacific Islander; Black Breastfeeding Week; and Semana de La Lactancia Latina weeks.



At ZSFG's Family Birth Center Lactation Department, Catalina Perez and Amalia Deck, RN, IBCLCs, support patients who are breast or chest feeding and their families. Their office is staffed by IBCLC RNs Bibi Tucker, Meg Miller, Jessica Peralta, and Kristine Tulio as well. ZSFG's IBCLC team provide direct patient care, staff education and training, and continued monitoring of practices to uphold ZSFG's Baby-Friendly certification standards. They also work to support lactating patients who are in other units and serve as a resource for providers.

## Developing Our People 9. ZSFG Healthcare Recognitions

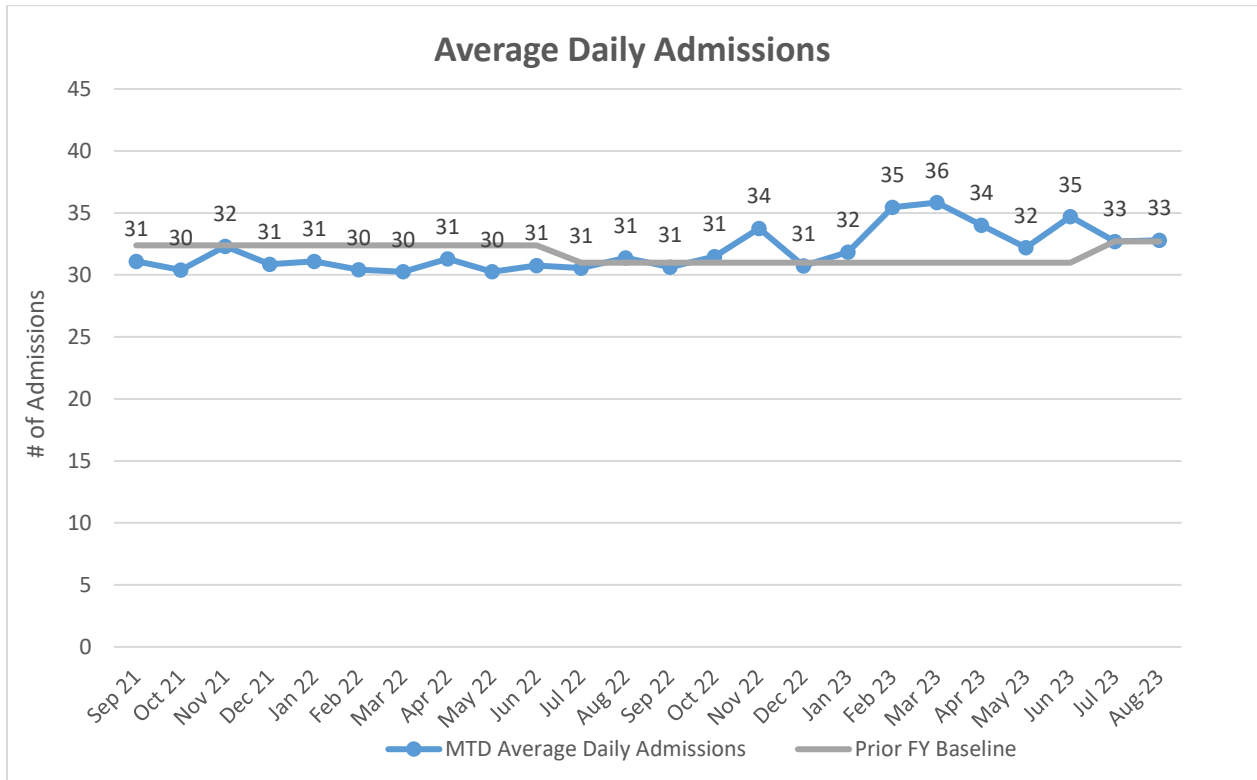
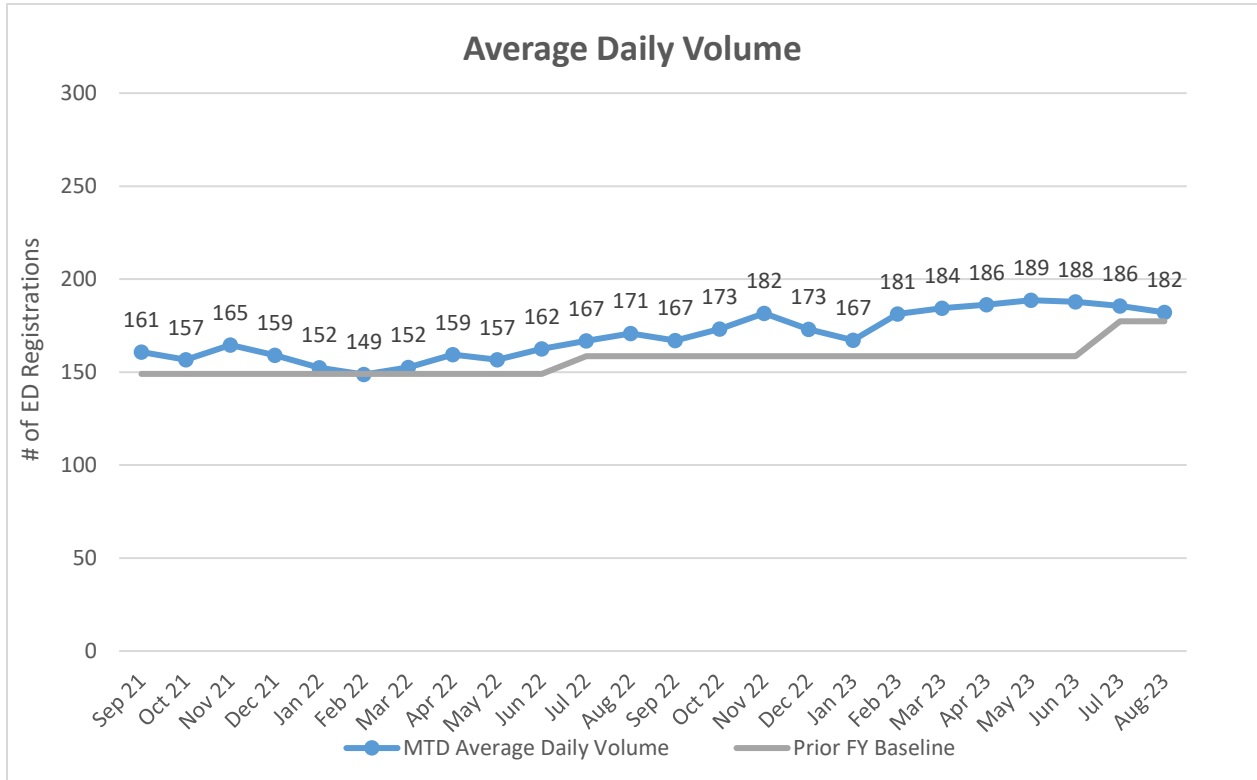
### California Health and Human Services Maternity Honor Roll

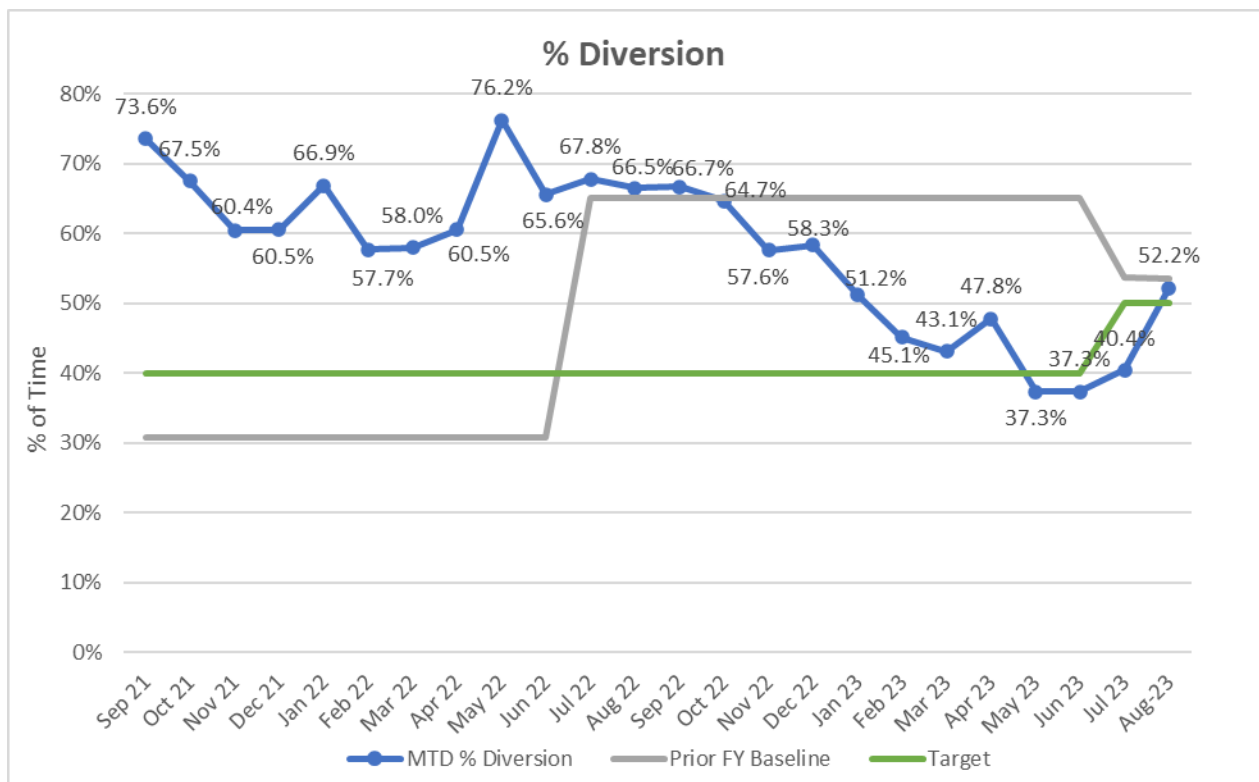
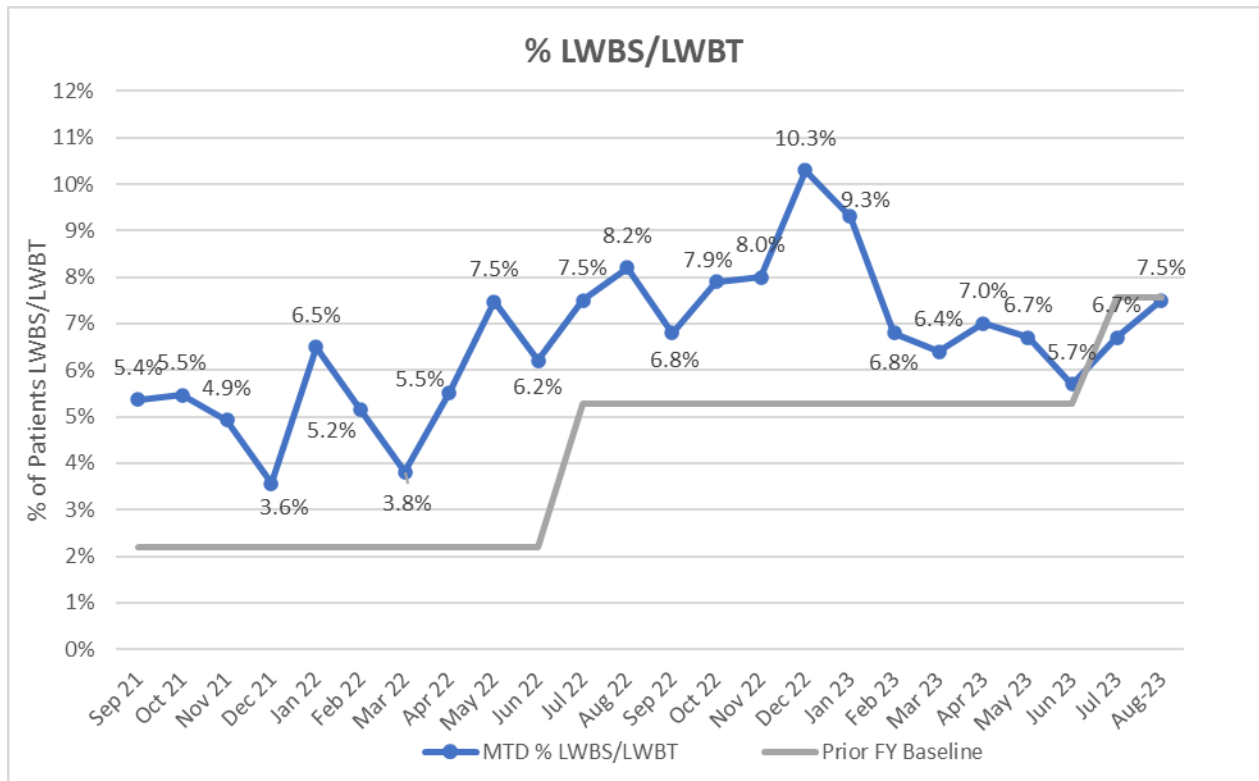
Childbirth is the number one reason for hospitalization in the United States and California. Every year approximately 420,000 babies are born in California. In 2022, over 1,200 babies born at ZSFG. ZSFG is committed and proud to provide quality care to mothers, babies, and their families in our certified Baby-Friendly hospital.

Thank you, California Health and Human Services, for recognizing ZSFG as one of the hospitals in the state that consistently demonstrates a strong culture of safety across multiple departments in the Maternity Honor Roll.

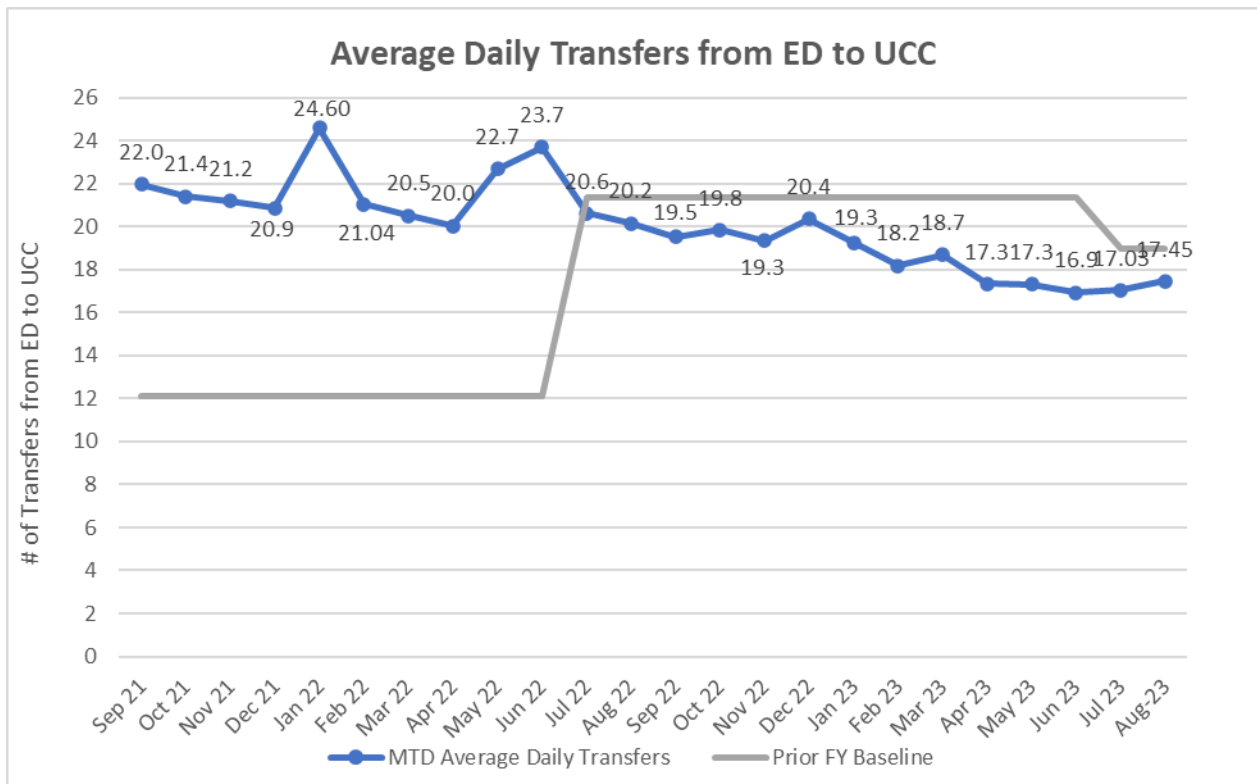
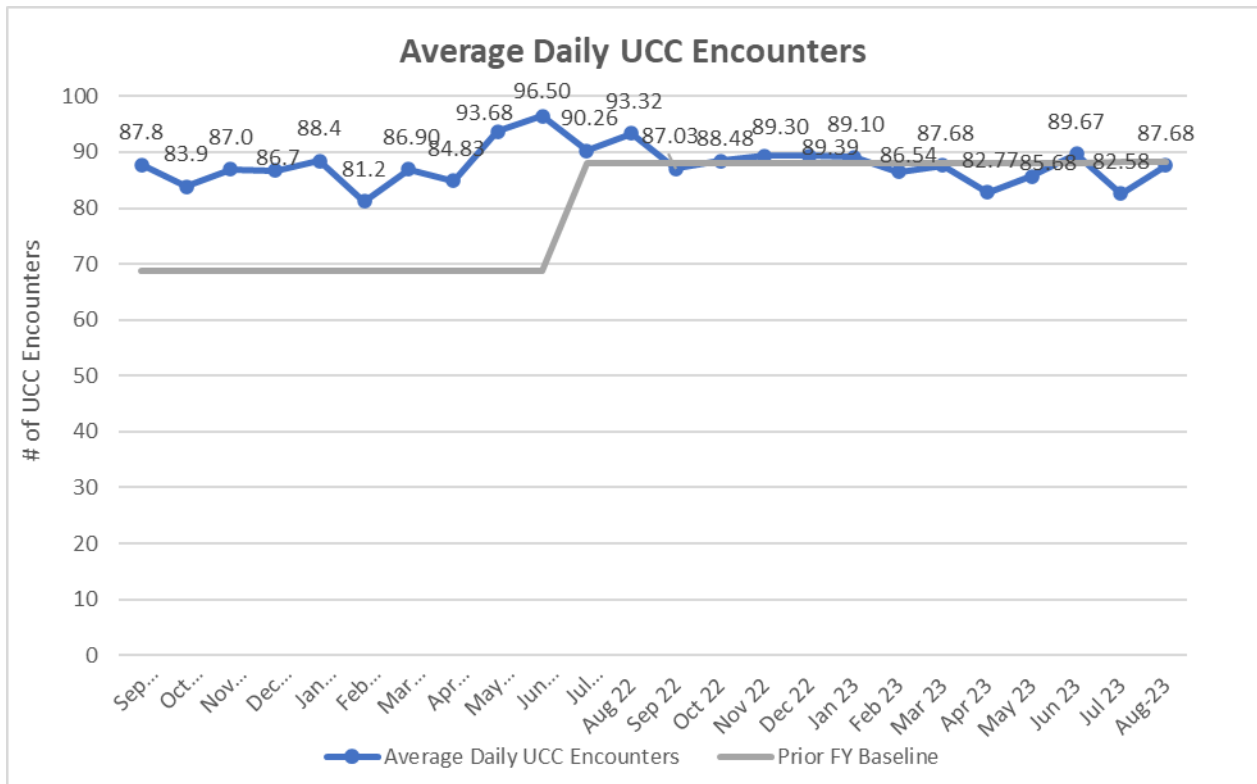


# QUALITY Emergency Department Activities

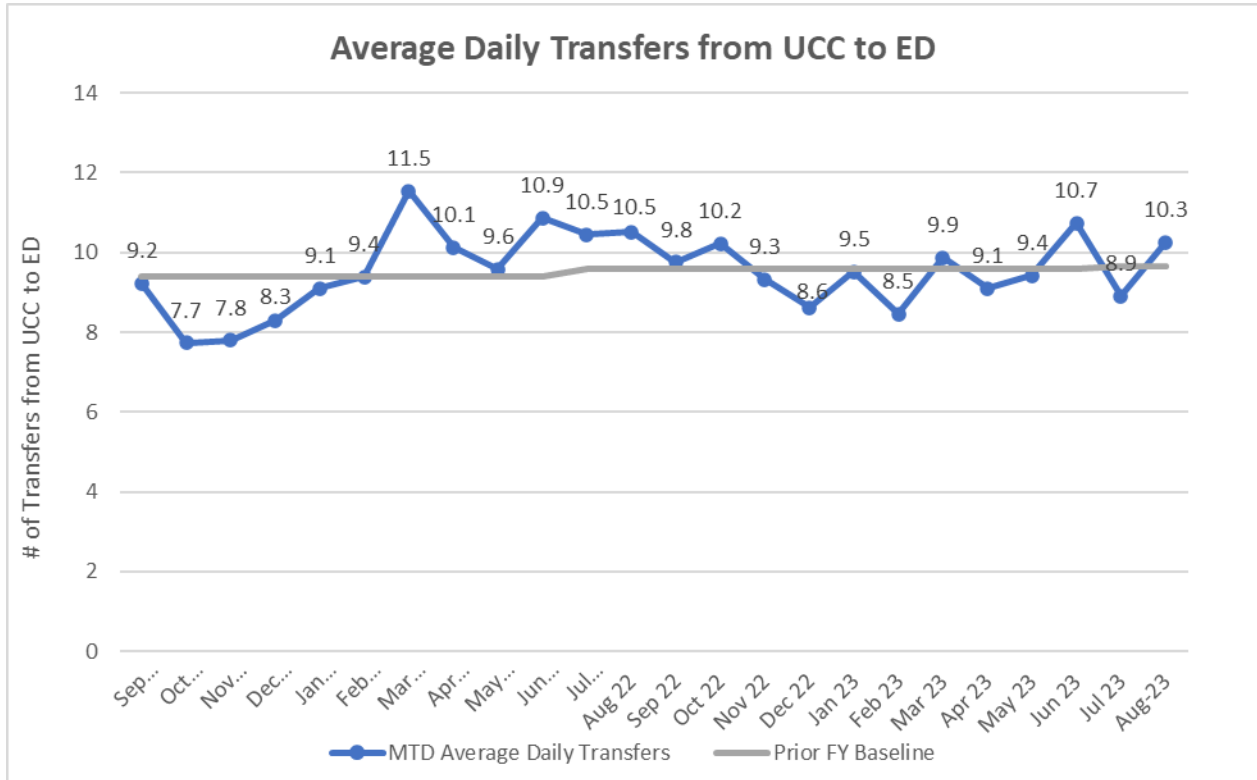




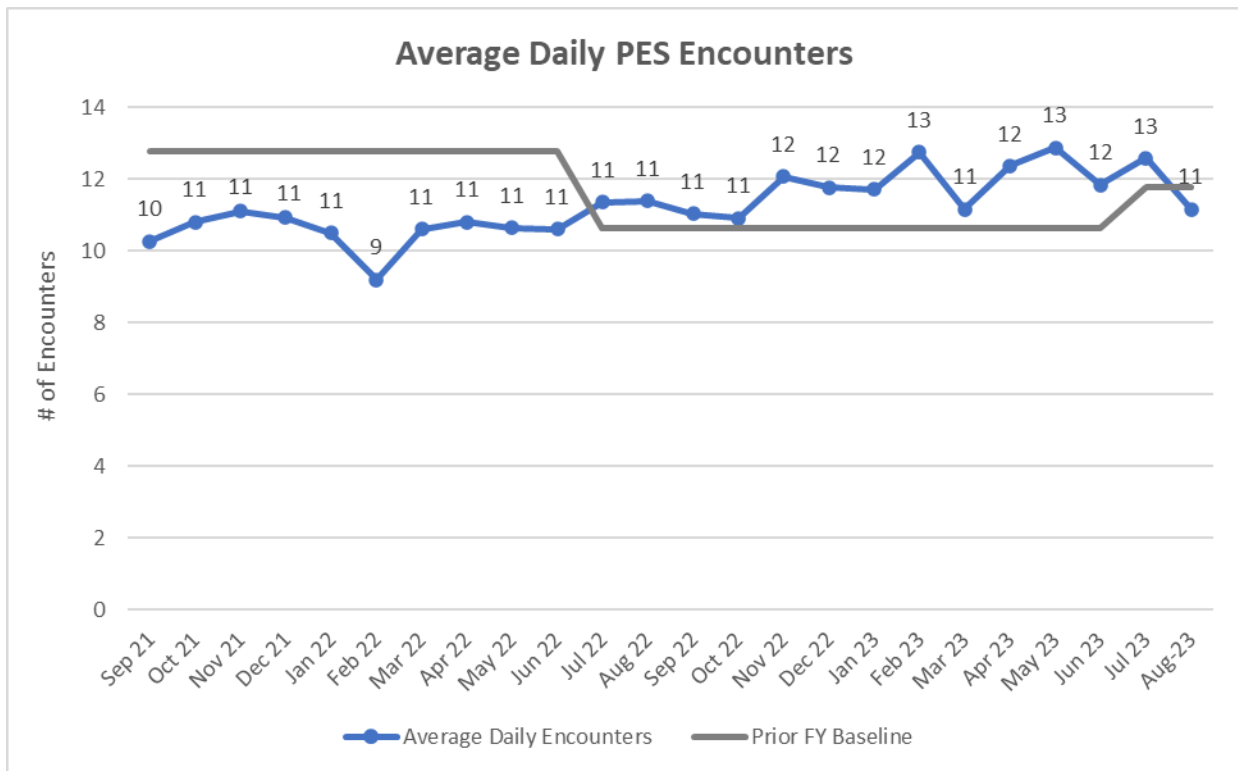
# QUALITY Urgent Care Clinic Activities

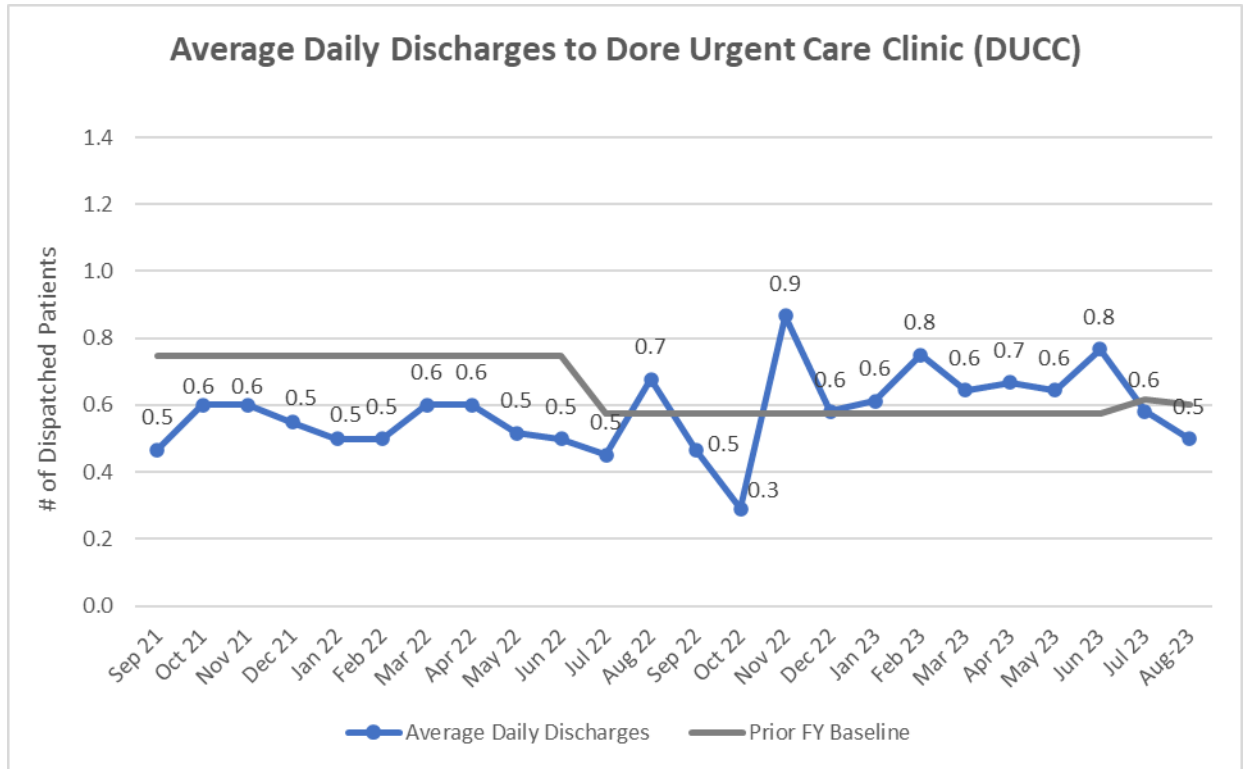
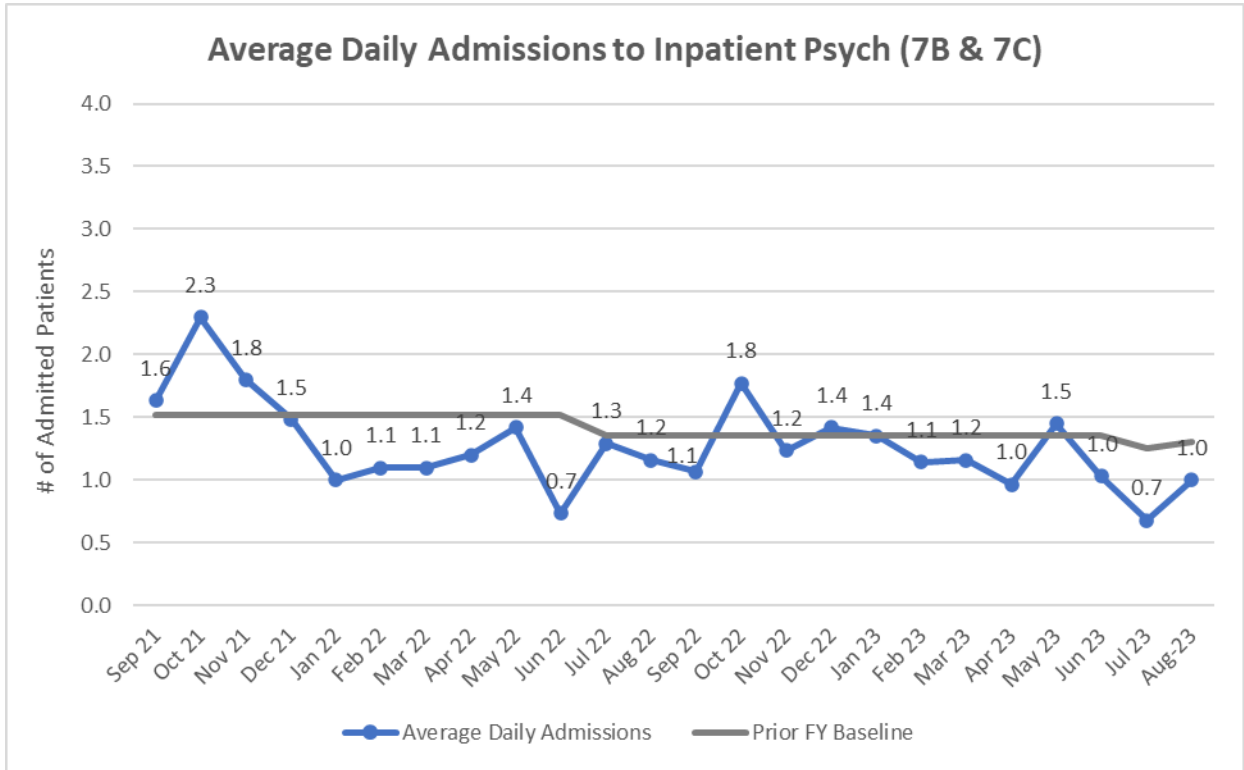


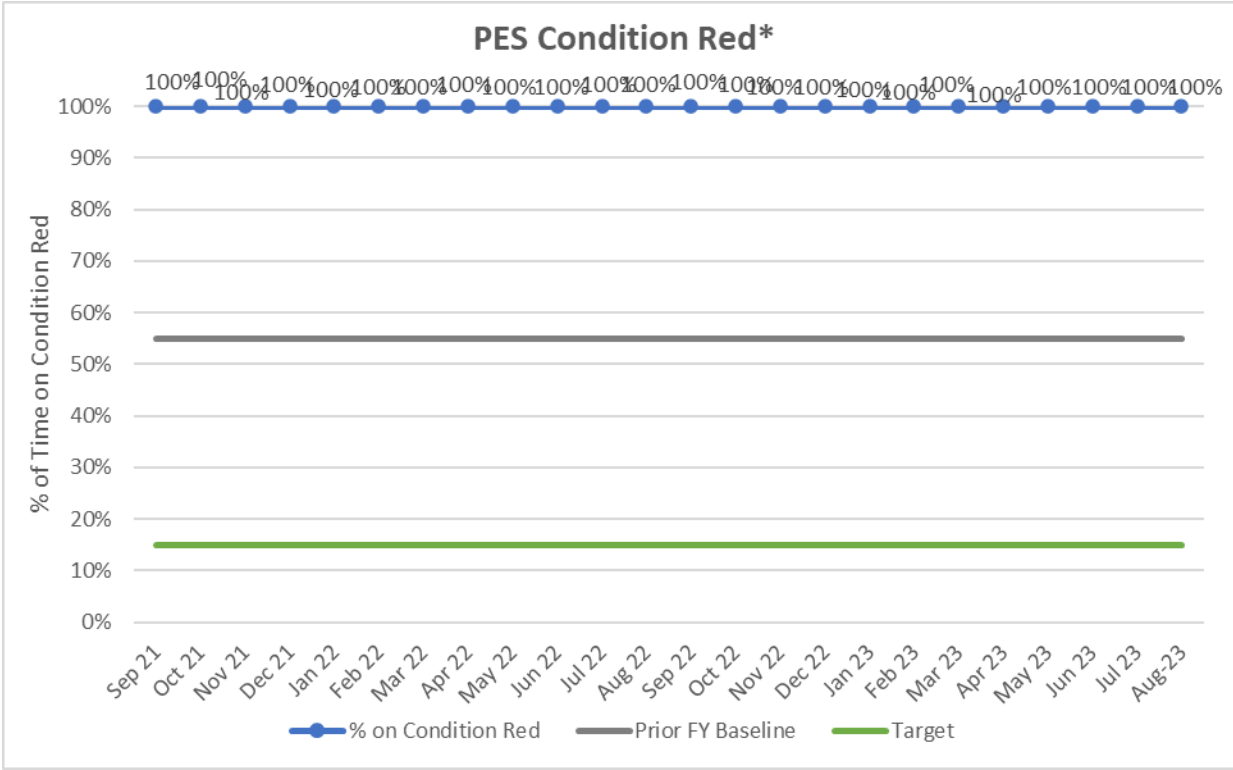




## QUALITY      Psychiatric Emergency Services Activities







**\*We are using condition red as an external communication tool to signal that patients can not directly come to PES. They must be cleared by ED first.**

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# QUALITY Average Daily Census

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## **MEDICAL/SURGICAL**

Average Daily Census of Medical/Surgical was 177 which is 103.51% of budgeted staffed beds and 96.2% of physical capacity. 33.95% of the Medical/Surgical days were lower level of care days: 5.65% administrative and 28.3% decertified/non-reimbursed days.

## **INTENSIVE CARE UNIT (ICU)**

Average Daily Census of ICU was 30.0 which is 107.14% of budgeted staffed beds and 51.72% of physical capacity of the hospital.

## **MATERNAL CHILD HEALTH (MCH)**

Average Daily Census of MCH was 23.2 which is 77.33% of budgeted staffed beds and 55.24% of physical capacity of the hospital.

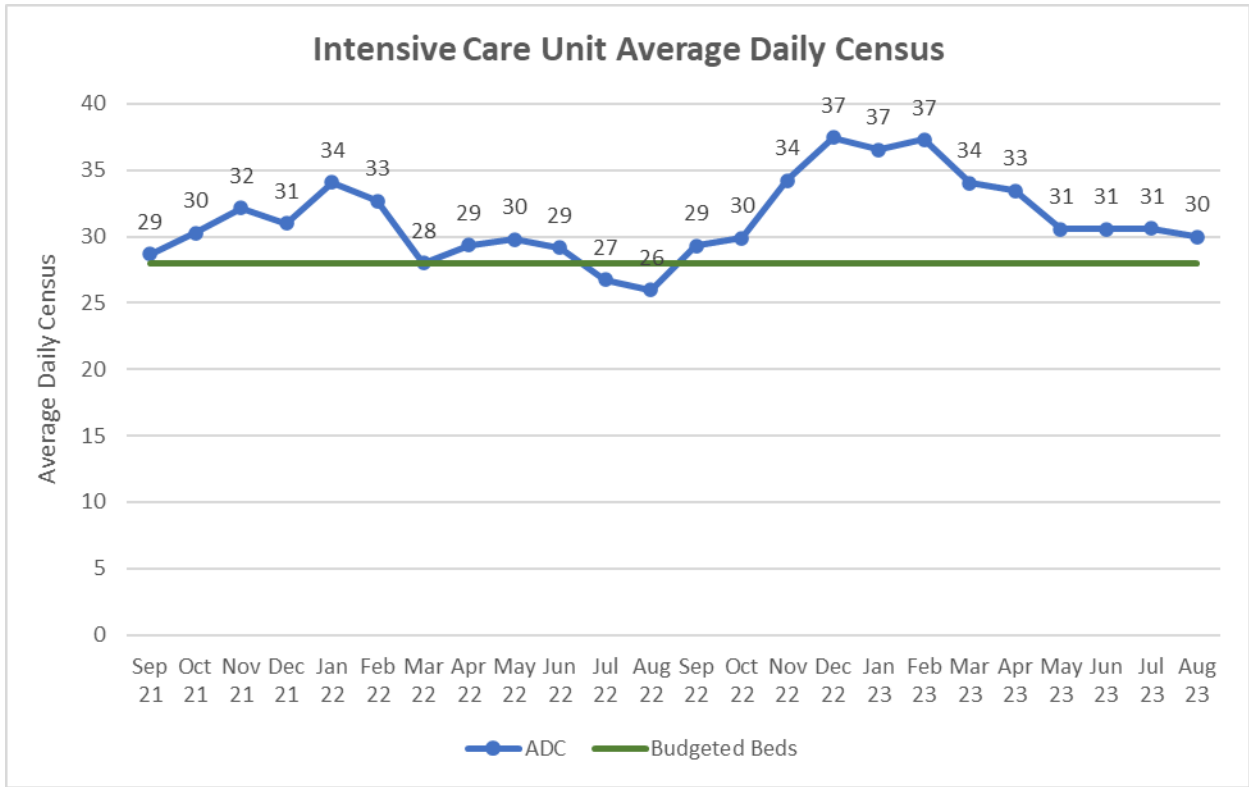
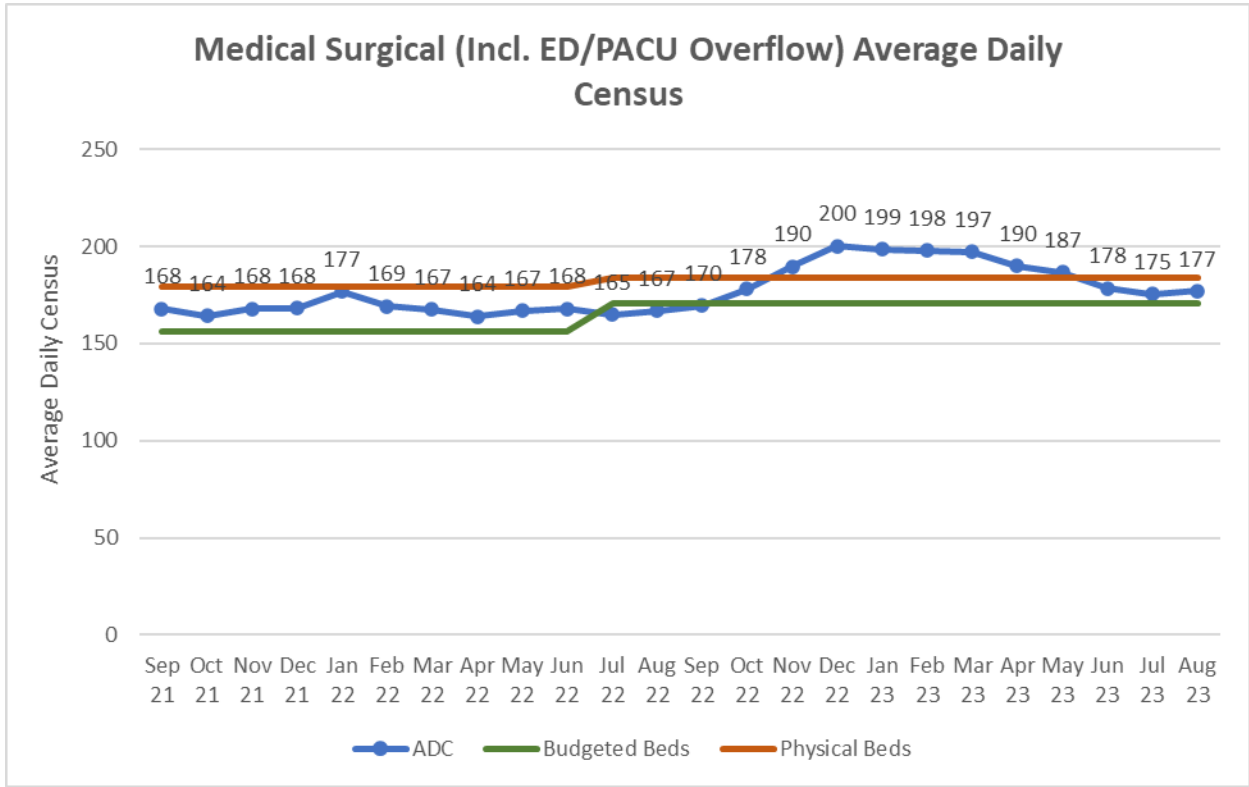
## **ACUTE PSYCHIATRY**

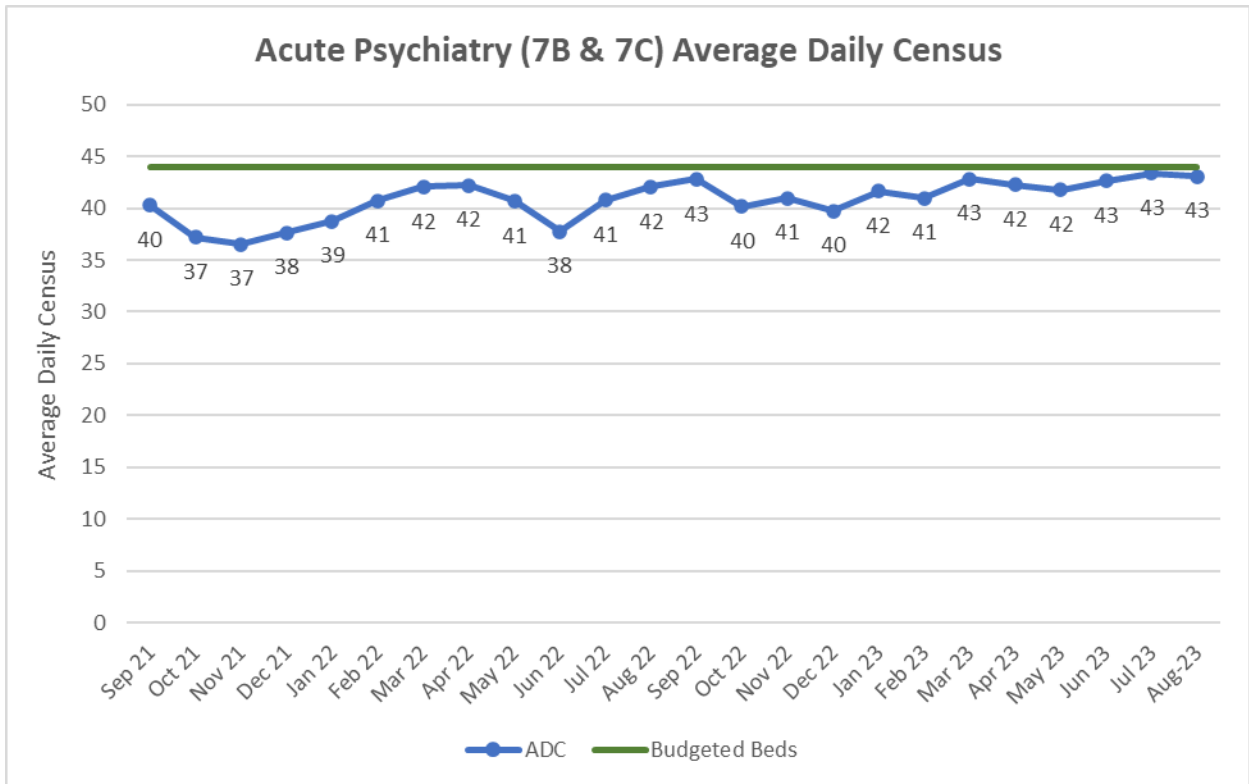
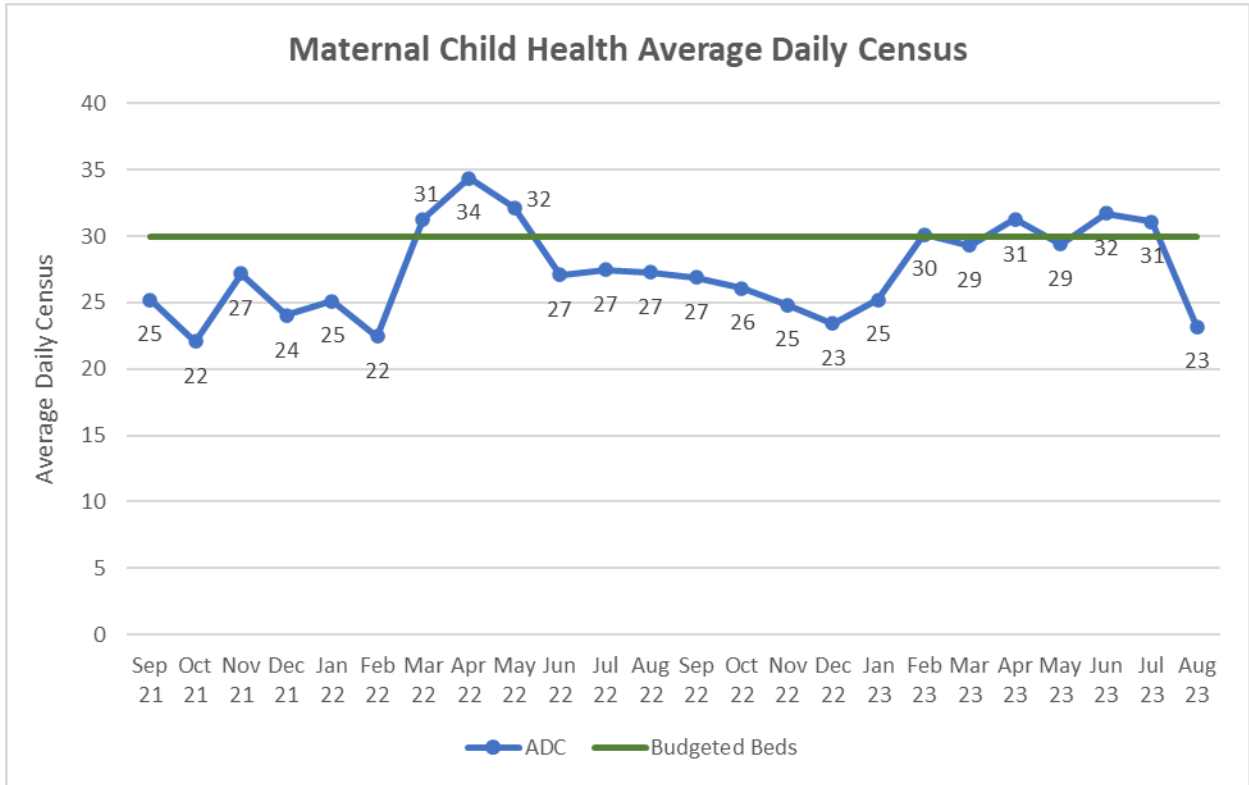
Average Daily Census for Psychiatry beds, excluding 7L, was 43.10, which is 97.95% of budgeted staffed beds and 64.33% of physical capacity (7B & 7C). Average Daily Census for 7L was 5.80, which is 82.86% of budgeted staffed beds (n=7) and 48.33% of physical capacity (n=12).

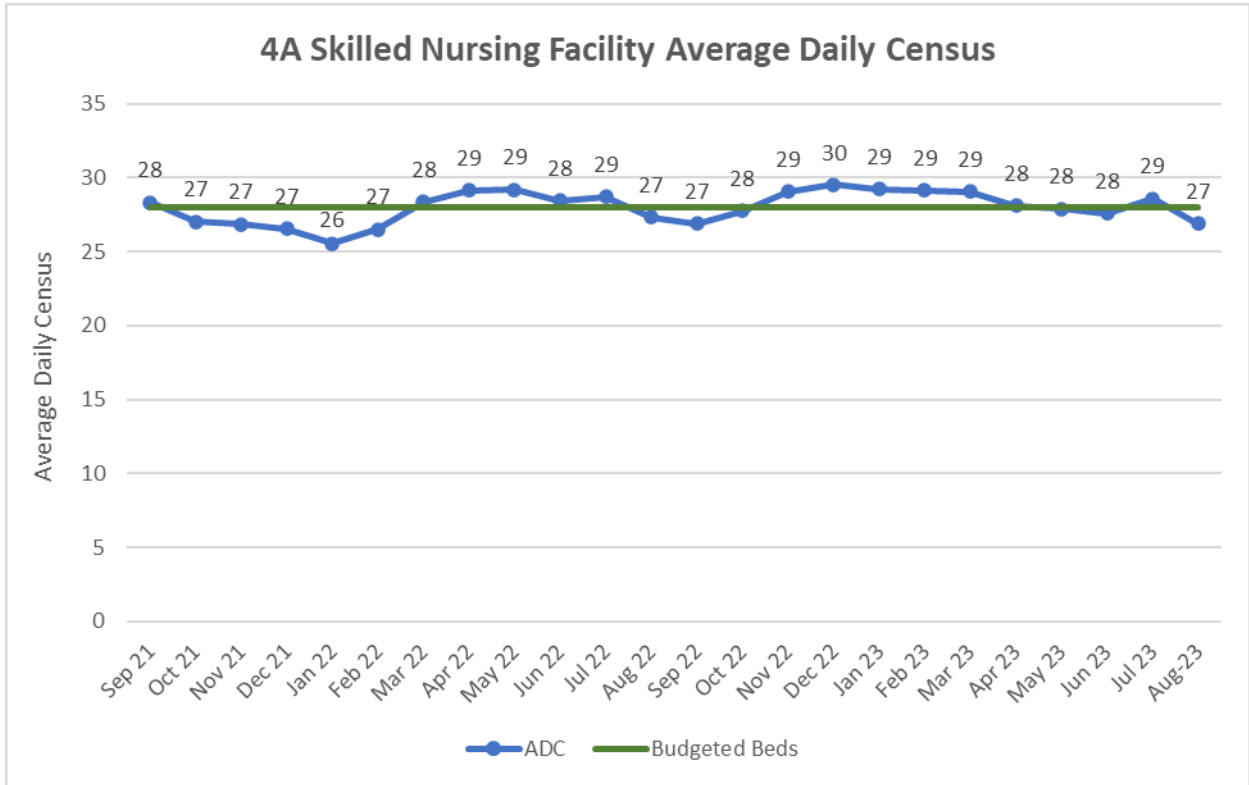
## **4A SKILLED NURSING UNIT**

Average Daily Census for our skilled nursing unit was 26.90, which is 96.07% of our budgeted staffed beds and 89.67% of physical capacity.

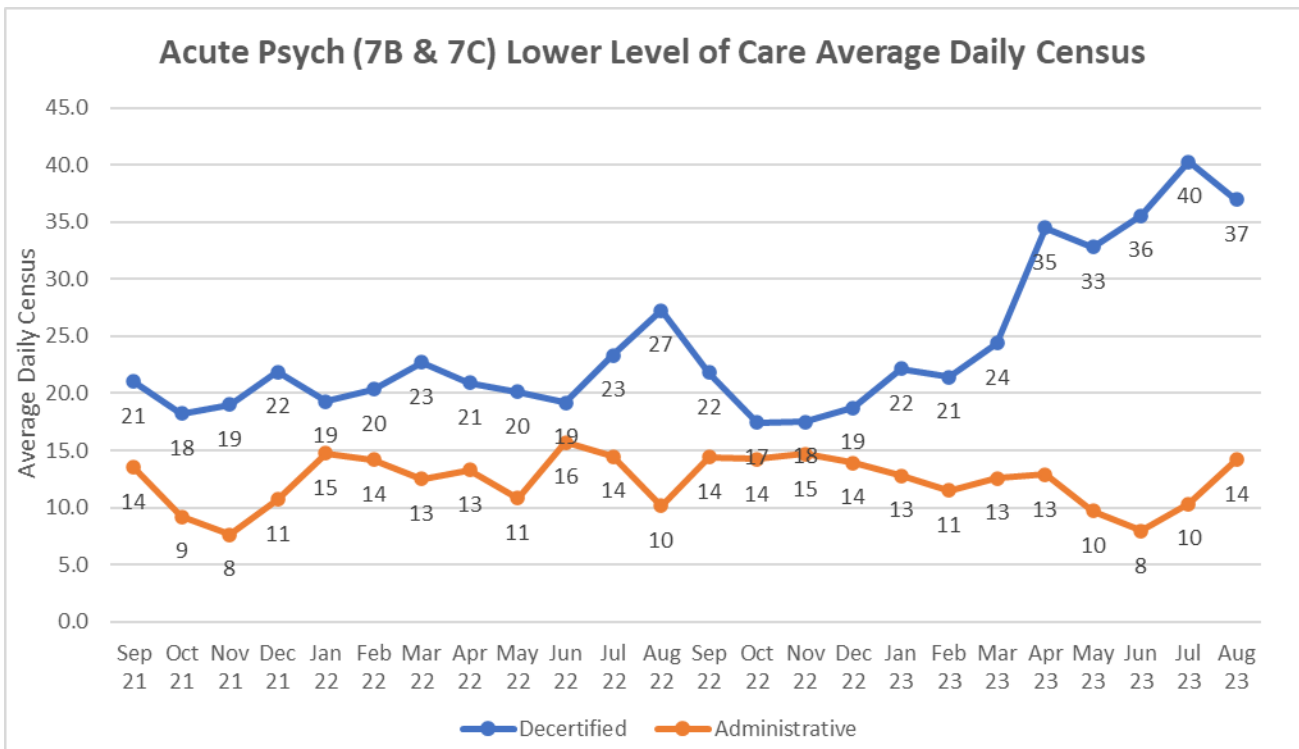
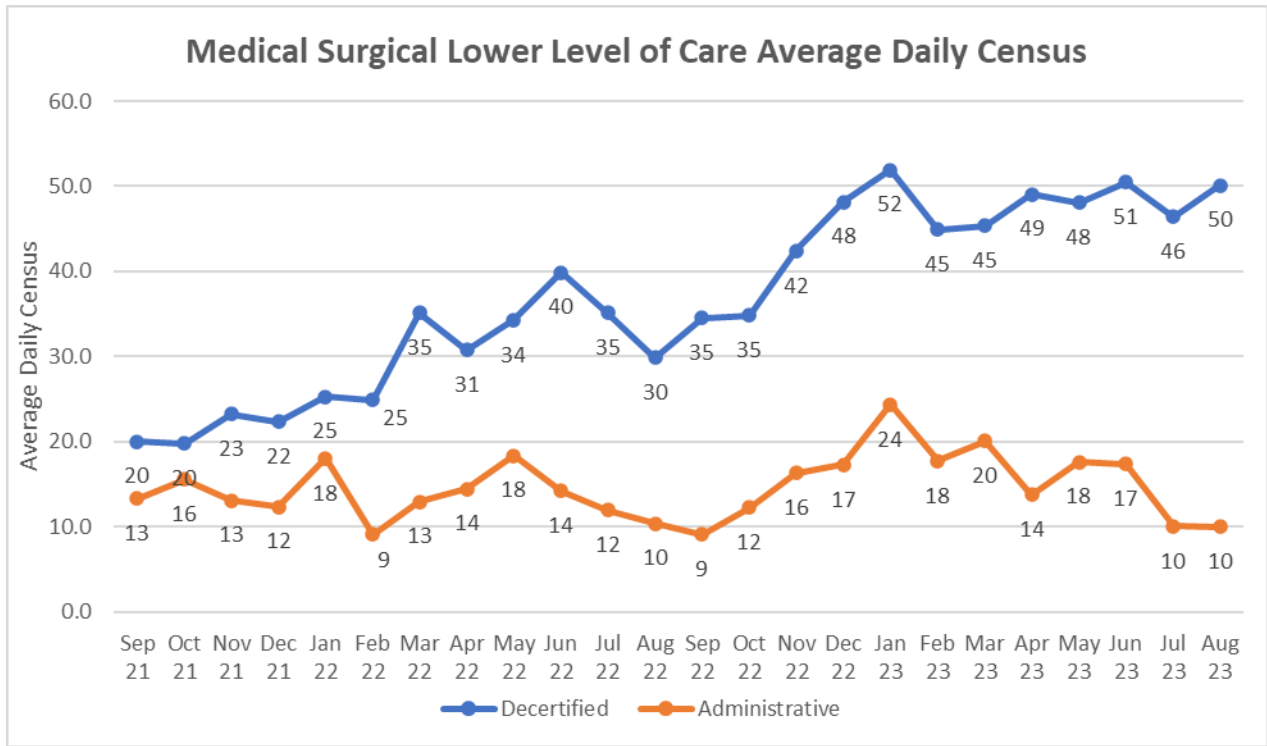
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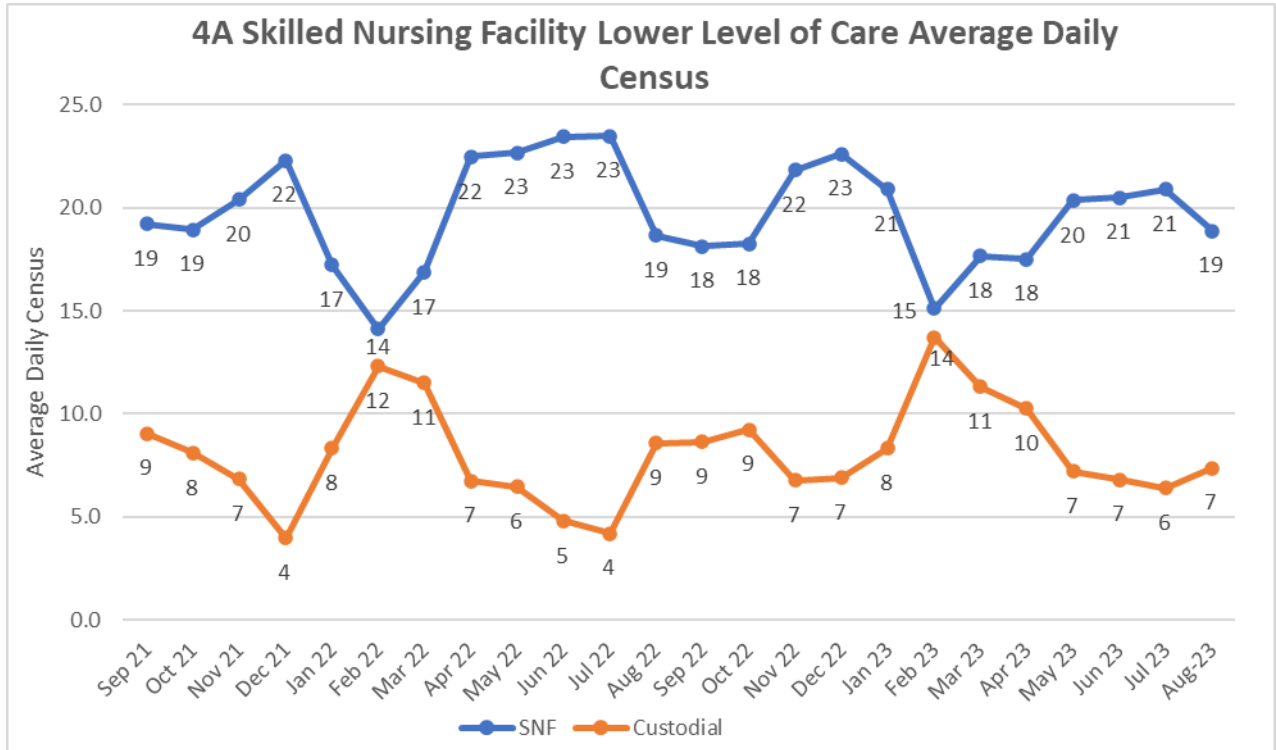




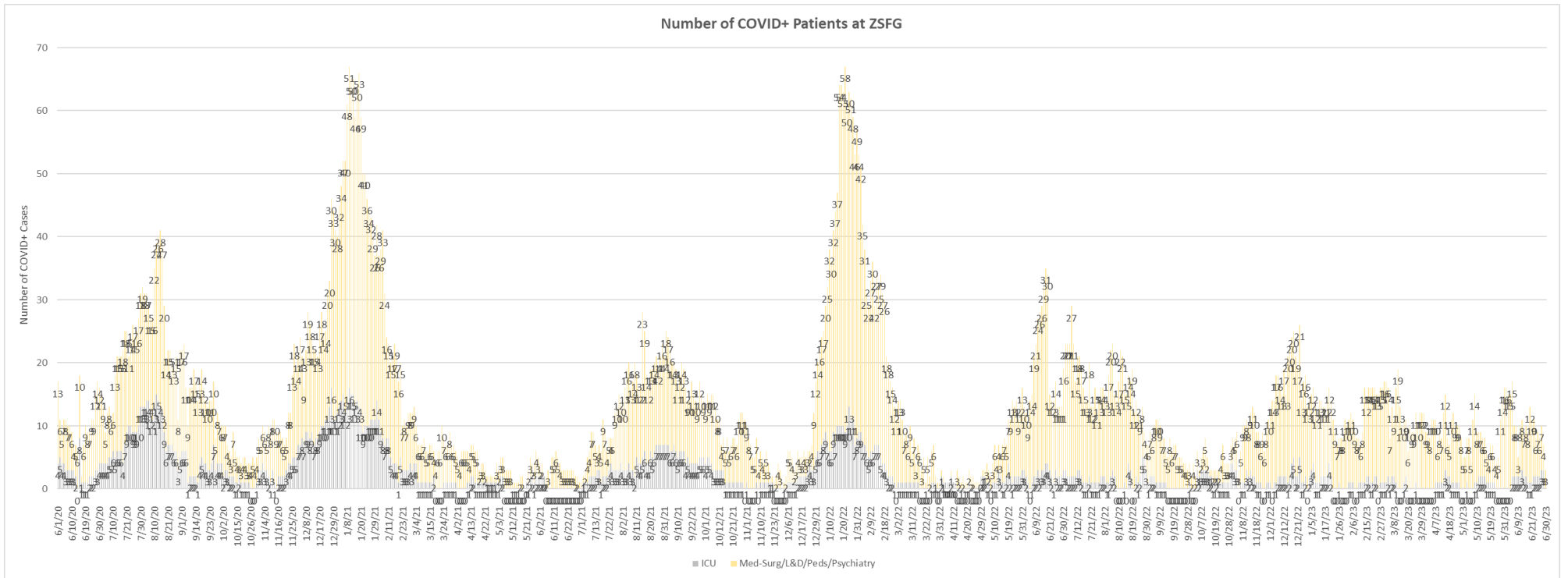
# QUALITY Lower Level of Care Average Daily Census







# SAFETY ZSFG COVID+ Patients

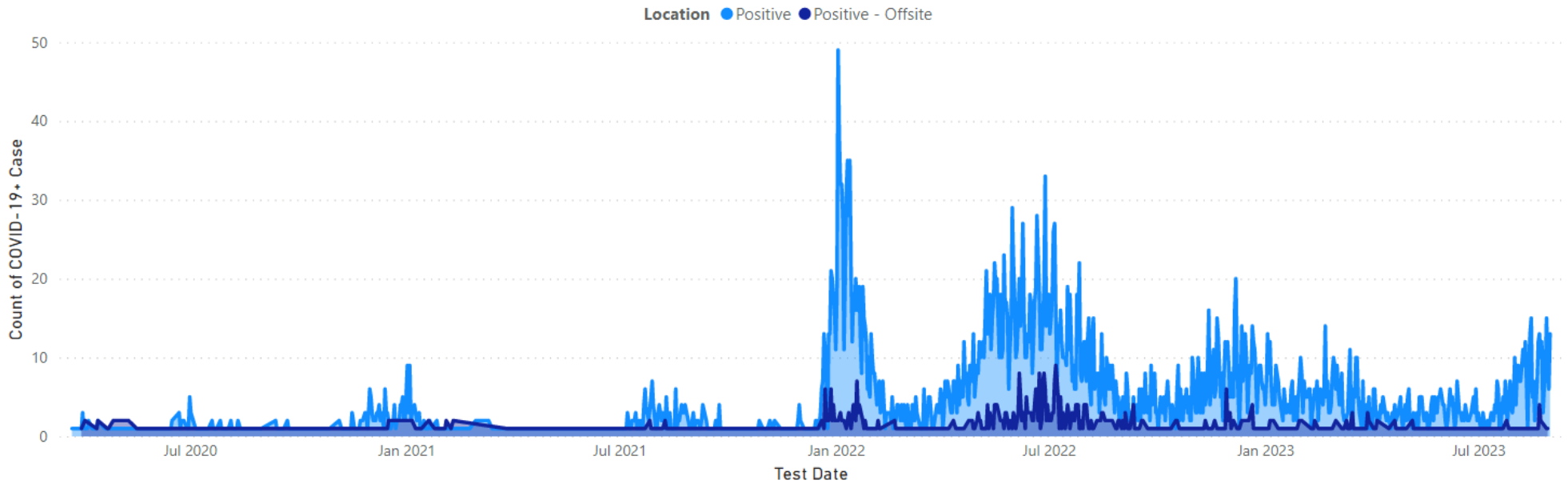


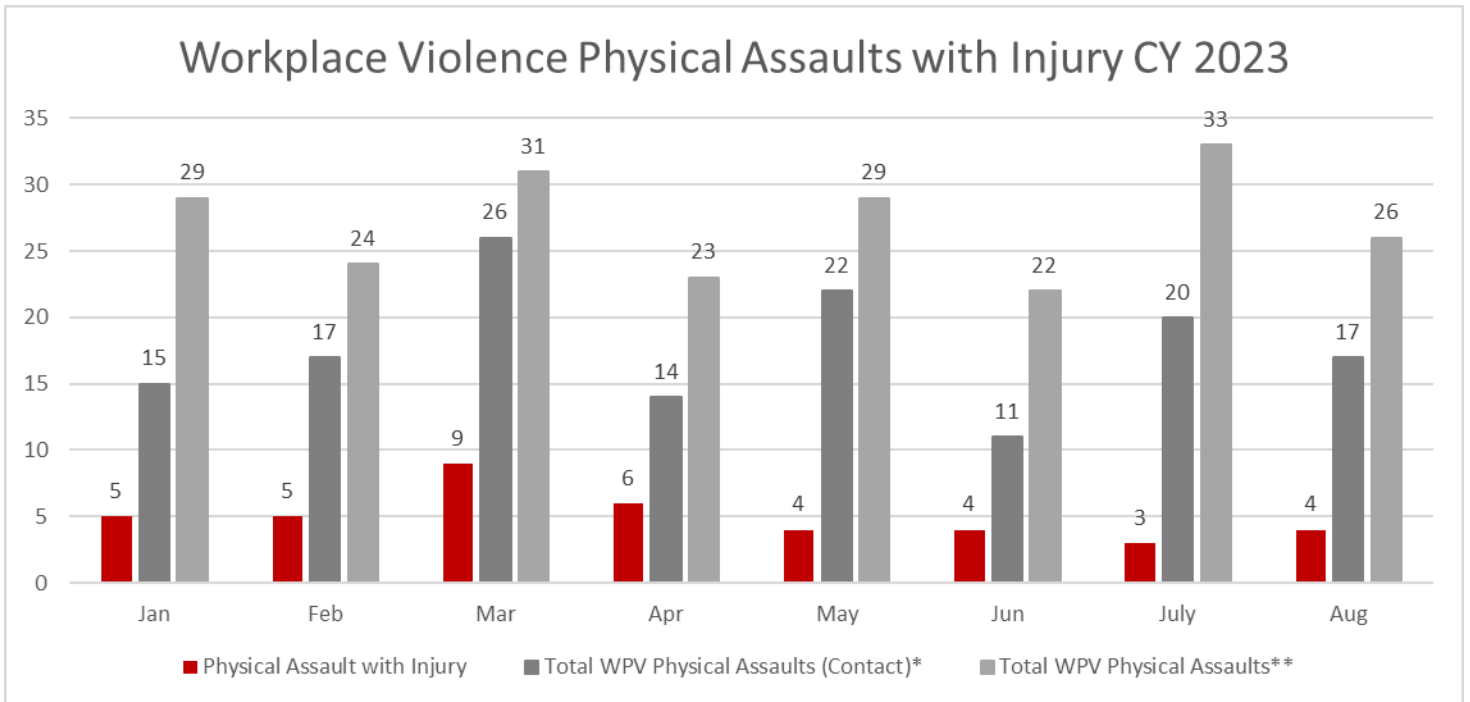
# SAFETY

## Occupational Health COVID+ Staff Cases\*

3/23/2020  8/31/2023 

DPH Employee COVID-19 Case by Test Date



**SAFETY****Workplace Violence Activity**

# Salary Variance

